

Facilities Services Key Request FAQ's

1. How do I request a key?
 - a. Keys are requested by first submitting a Customer Request through Facilities Services Work Order System. Once the Customer Request is reviewed by Facilities Services Front Desk you will receive an automated e-mail with the DocuSign link to the Key Request Form for completion.
 - i. [How to submit a Customer Request](#)
 - ii. [How to submit the DocuSign Key Request Form](#)
2. Do I need to submit a Customer Request for each Key Request Form?
 - a. No, you can have multiple Key Request Forms for one Customer Request. It is **important** to list the last names on the Customer Request so that Facilities Services can ensure that the corresponding Key Request Forms are attached.
3. How do I know when and where I can pick up my keys?
 - a. You will be notified via email or phone by Facilities Services Front Desk personnel that your keys are ready to be picked up.
 - b. Keys that are not picked up within 30 days will be returned to the Locksmith Shop.
4. Who approves my keys?
 - a. Key request approval is dependent upon the type of key being requested.
 - i. Individual door keys- Department Head, Chair, or Director
 - ii. Suite keys, Interior Medeco and Abloy Keys- Department Head, Chair, or Director
 - iii. Sub Master or Master Keys- Dean or Associate Vice Chancellor
 - iv. Grand Masters- If the building is on 1card no exterior keys are to be distributed, with Police as the exception.
5. Can students be assigned keys?
 - a. Graduate students who are an employee of ECU (GA, TA, Post Doc) will be issued keys.
 - b. Undergraduate students will not be issued keys
6. Can someone else pick up my key(s)?
 - a. The Issuee is **required** to pick up their key with their 1card identification within 30 days of notification that the key is ready. This is to ensure that the requested key is with the authorized individual.
7. Whom do I turn my key into when I leave ECU or my department?
 - a. Keys will need to be turned into your supervisor. The supervisor is responsible for completing the Return/Reissue Form.
 - i. [How to submit a Customer Request](#)
 - ii. [How to Submit the DocuSign Return/Reissue Form](#)

8. What do I do if I lose my key?
 - a. Contact Facilities Services & explain the situation. It will then be assessed if a replacement key will be cut or if locks will need to be rekeyed.
 - b. Loss of a master, sub master, or suite key may necessitate changing all locks under that key at Departmental expense.
 - c. Replacement keys for individual doors are \$5, charges will be made by IDT to the FOAPAL on the original Key Request Form.

9. Do I need to complete a Key Request for desk locks & filing cabinets?
 - a. No, a key request form does not need to be completed for desk locks & filing cabinets. For these requests, please submit a Customer Request.
 - b. The flat rate for desk locks or filing cabinet lock service is \$50 (new lock or lock-picking services).